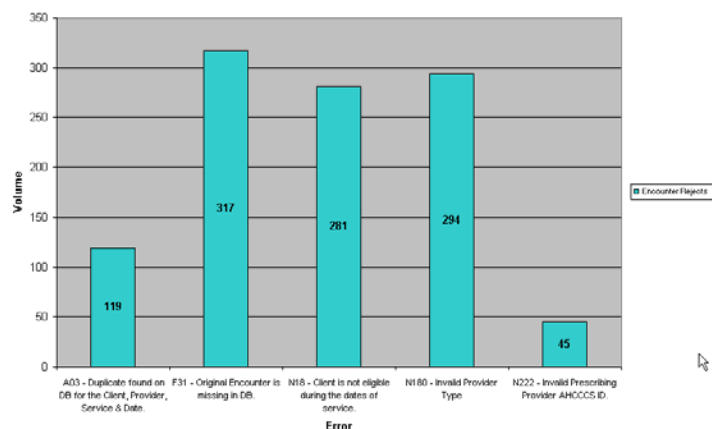# CIS Preprocessor Error Reports

DBHS/OPS has created a new monitoring tool that identifies the trends and volumes of preprocessor errors, aptly named "CIS Preprocessor Error Reports". Each report contains a spreadsheet that identifies the volume of all the preprocessor errors obtained over the course of a month for each form type, as well as a chart that identifies the top five preprocessor errors received for each form type. Reports are generated for each individual RBHA, as well as all the RBHAs combined. The reports will be distributed, via e-mail, and will also be discussed in the monthly Workgroup Meetings.

Drug File Preprocessor Errors for All RBHAs in November 2006

Error / Description	Volume
A02 - Duplicate found on the same file for the Client, Provider, Service and Date.	13
A03 - Duplicate found on DB for the Client, Provider, Service & Date.	119
A04 -Near duplicate found on the same file.	4
A05 - Near duplicate found on the DB.	12
F106 - Both AHCCCS Provider ID and NPI are missing	6
F30 - File does not have any data records	1
F31 - Original Encounter is missing in DB.	317
F32 - Submitted encounter older than two year.	0
F97 - Ingredient cost is invalid.	0
N122 - Locator Code invalid for this provider	2
N18 - Client is not eligible during the dates of service.	281
N180 - Invalid Provider Type	294
N185 - Zero Units, Special-Net and Net-Paid for voids	60
N196 - NDC Code is invalid.	1
N198 - Invalid quantity.	0
N213 - Sent out to AHCCCS	6
N215 - Void on a Deleted Encounter is not allowed.	18
N222 - Invalid Prescribing Provider AHCCCS ID.	45
N224 - Ing Cost + Disp Fee - Copay not = Gross Amt.	8
N225 - Invalid days supply.	0
N230 - Prescriber's AHCCCS ID or DEA number must be present.	0
N233 - Net Paid is greater than Billed Amount.	0
N29 - Provider Number is not a BHS Provider Number	2
N31 - The provider number is not valid within the dates of service.	11
	1200

Top 5 Drug File Preprocessor Errors for All RBHAs in November 2006

* Please note that numbers may not be exact, but do provide a satisfactory reflection of preprocessor errors received for the noted month.

Demographic Sanctioning Clarification

The Department may apply sanctions for open intakes without a complete demographic that were opened from 1/1/06 and forward. Demographic records opened and closed prior to this date will not be subject to sanction. However, the Department still expects records prior to 1/1/06 to be cleaned up in a timely manner.

New Staff at OPS

Please join the Office of Program Support in welcoming Renee Chavez and Melissa Eribes as the newest additions to our team. Renee is our new RBHA Representative and has been assigned to ValueOptions. Melissa is OPS' new Administrative Assistant and will have a big job keeping us in line!

Contact Information:

Renee Chavez   602-364-4734
Melissa Eribes   602-364-4704

Demographic Call-in Schedule

The Office of Program Support and DBHS/IT will continue to facilitate the Thursday Demographic Call-in session throughout the end of January. DBHS encourages all T/RBHAs to attend for clarification on the revised demographic process. NPI questions will now be addressed after the demographic portion of the call-in. Continuation of these calls will be determined at a later date if needed. Please reference the following schedule to identify the remaining dates and times:

Date	Time
December 28 – January 18	11:00 p.m. – Noon

The call-in number is (602) 542-9008.

2007 Encounter Work Group Schedules

As we ring in the New Year and reflect on 2006, one can't help but wonder…what is going to be the Work Group Meeting schedule for *my* T/RBHA. Okay, maybe not, but here are the tentative schedules for 2007 anyway:

ValueOptions
(all meetings held on the first Wednesday of the month)

Date	Time	Location
January 3	10 a.m. – Noon	At ValueOptions
February 7	10 a.m. – Noon	At ValueOptions
March 7	10 a.m. – Noon	At ValueOptions
April 4	10 a.m. – Noon	At ValueOptions
May 2	10 a.m. – Noon	At ValueOptions
June 6	10 a.m. – Noon	At ValueOptions
July 4	10 a.m. – Noon	At ValueOptions
August 1	10 a.m. – Noon	At ValueOptions
September 5	10 a.m. – Noon	At ValueOptions
October 3	10 a.m. – Noon	At ValueOptions
November 7	10 a.m. – Noon	At ValueOptions
December 5	10 a.m. – Noon	At ValueOptions

Cenpatico
(all meetings held on the second Tuesday of the month)

Date	Time	Location
January 9	9 – 11 a.m.	At Cenpatico
February 13	9 – 11 a.m.	At Cenpatico
March 13	9 – 11 a.m.	At Cenpatico
April 10	9 – 11 a.m.	At Cenpatico
May 8	9 – 11 a.m.	At Cenpatico
June 12	9 – 11 a.m.	At Cenpatico
July 10	9 – 11 a.m.	At Cenpatico
August 14	9 – 11 a.m.	At Cenpatico
September 11	9 – 11 a.m.	At Cenpatico
October 9	9 – 11 a.m.	At Cenpatico
November 13	9 – 11 a.m.	At Cenpatico
December 11	9 – 11 a.m.	At Cenpatico

CPSA
(all meetings held on the third Tuesday of the month)

Date	Time	Location
January 16	9:30 a.m. – Noon	At CPSA
February 20	9:30 a.m. – Noon	At CPSA
March 20	9:30 a.m. – Noon	At CPSA
April 17	9:30 a.m. – Noon	At CPSA
May 15	9:30 a.m. – Noon	At CPSA
June 19	9:30 a.m. – Noon	At CPSA
July 17	9:30 a.m. – Noon	At CPSA
August 21	9:30 a.m. – Noon	At CPSA
September 18	9:30 a.m. – Noon	At CPSA
October 16	9:30 a.m. – Noon	At CPSA
November 20	9:30 a.m. – Noon	At CPSA
December 18	9:30 a.m. – Noon	At CPSA

NARBHA
(all meetings held on the last Thursday of the month)

Date	Time	Location
January 25	9:30 – 11:00 a.m.	At NARBHA
February 22	9:30 – 11:00 a.m.	At NARBHA
March 29	9:30 – 11:00 a.m.	At NARBHA
April 26	9:30 – 11:00 a.m.	At NARBHA
May 31	9:30 – 11:00 a.m.	At NARBHA
June 28	9:30 – 11:00 a.m.	At NARBHA
July 26	9:30 – 11:00 a.m.	At NARBHA
August 30	9:30 – 11:00 a.m.	At NARBHA
September 27	9:30 – 11:00 a.m.	At NARBHA
October 25	9:30 – 11:00 a.m.	At NARBHA
November 29	9:30 – 11:00 a.m.	At NARBHA
December 27	9:30 – 11:00 a.m.	At NARBHA

Navajo Nation
(all meetings held quarterly)

Date	Time	Location
January 25	1 – 2 p.m.	At NARBHA
April 26	1 – 2 p.m.	At NARBHA
July 26	1 – 2 p.m.	At NARBHA
October 25	1 – 2 p.m.	At NARBHA

* All schedules have been tentatively set and are subject to change. Please contact your T/RBHA Representative if your schedule presents any conflicts.

** Work Group Meetings have not been set for the Pascua Yaqui or Gila River tribes.

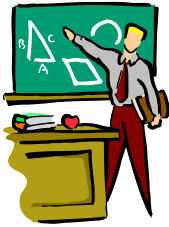─────────────────────────────────────

The Return Of Coding Q & A

Q Often times a physician will sit in on a morning meeting. Would they bill this with a 90899 code (unlisted psychiatric service or procedure code)?

A No. A more appropriate code would be a 99361 (medical conference by a physician with a interdisciplinary team of health professionals or representatives of community agencies to coordinate activities of patient care with the patient not present.)

Training

The Office of Program Support is offering training to the RBHAs for CIS pre-processor edits and AHCCCS pended encounter errors. The training is to instruct RBHA staff how to research claims/encounters using CIS and PMMIS. If interested, the RBHAs are encouraged to contact their RBHA Representative for more information. The RBHAs should also contact their RBHA Representative with suggestions for other training they would like offered.

User Access Request Forms

The Corporate Compliance Office must authorize all requests for access to CIS, Office of Human Rights, Office of Grievance and Appeals, Issue Resolution system, and PMMIS (AHCCCS) databases. In order to obtain access to any of these databases, please fax or mail a copy of the appropriate User Access Request Form and User Affirmation Statement to Stacy Mobbs at (602) 364-4736.

For questions or more information, please contact Stacy Mobbs by telephone at (602) 364-4708 or by e-mail at mobbss@azdhs.gov.

Who Do I Call??

If you need assistance please contact your assigned T/RBHA Representative:

Eunice Argusta	NARBHA Gila River Navajo Nation Pascua Yaqui	(602) 364-4526 arguste@azdhs.gov
Javier Higuera	CPSA 26 & 27	(602) 364-4716 gatesd@azdhs.gov
Gary Szymanski	Cenpatico 02 & 22	(602) 364-4677 szymang@azdhs.gov
Renee Chavez	ValueOptions	(602) 364-4734 chavezr@azdhs.gov